

# SUCCESS STORY

## Citadel Plastics

Indiana Manufacturing Extension Partnership

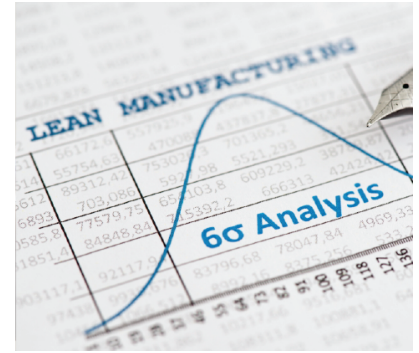
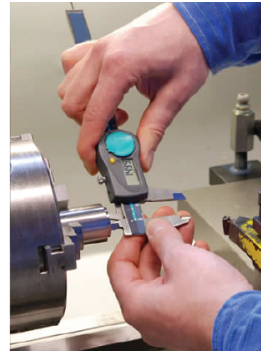
*"We feel the training will dramatically improve the base capability of many of our associates beyond the individual projects. Purdue TAP/MEP has done an outstanding job of developing the training materials and executing the programs for us." Richard J. Sevic, Quality Director*

### Training Helps Shape Plastics Manufacturer's Future

**ABOUT.** Citadel Plastics is a leader in compounded plastic materials, creating unique solutions for customers in various industries, including electrical, agricultural, automotive, healthcare and housewares. With 55 employees, the company is based in Evansville, Indiana.

**THE CHALLENGE.** After five years of considerable growth, Citadel Plastics was having difficulties meeting the expectations of its increasingly sophisticated customer base. Facing numerous customer complaints and lost business opportunities, Citadel reached out to the Indiana MEP Center at Purdue University, a NIST MEP affiliate. Company leaders conducted an internal analysis and wanted to address the root causes of their many manufacturing problems.

**MEP'S ROLE.** The MEP Center identified several Purdue TAP/MEP programs to help Citadel Plastics grow, increase productivity, and reduce variation in their process. Citadel Plastics selected a group of employees to participate in 8D Problem Solving Training and Six Sigma Green Belt Certification. The key for the company was the Six Sigma training. As Quality Director Richard Sevic explained, "The current pace of manufacturing in our area does not allow for slower, more traditional forms of training implementation that local colleges offer. With the Purdue TAP/MEP program we can get the training quickly, implement immediate changes, and see the long-term benefit from the knowledge our people gain." Six Sigma is continuing to help Citadel become a more advanced organization.



## RESULTS



Potential \$7-20M in new sales



Retained over **\$2M** in sales



Product capability improvement of **\$161,000**



Inventory improvement project of **\$13,000**

## NEXT STEPS



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